June 16, 2009

MEMORANDUM

To: All State Agencies

From: Robert J. Murphy
           Director

Subject: POSC Reset Password Enhancements

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The **POSC Reset Password** process has been changed.

Based on user feedback, POSC will no longer use the employee's agency and current check advice number to accomplish the <u>reset</u> process. Instead, POSC will utilize a series of security questions set up by the employee.

Employees that have signed on **successfully** since May 8th, 2009, have been required to choose and answer a series of security questions. Those questions and answers will be used to validate the employee during future attempts to reset their password. This should enhance the employee's ability to reset their password without contacting their payroll representatives and/or the Central Payroll POSC Help Desk.

Employees that are **unsuccessful** in attempting to sign on will initially need to contact the Central Payroll POSC Help Desk (410-260-7401). After proper employee authentication, we will issue a temporary password that will allow access to POSC and the prompting of the security questions. From that point forward, employees should be able to reset passwords without contacting their payroll representatives and/or the Central Payroll POSC Help Desk.

As a reminder, the agency and check advice number will still be required for all new users initially signing up for POSC.

We appreciate your continued support in promoting the use of POSC. Thank You.